

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

**REQUEST FOR CHANGE TO DATA IN THE ENTERPRISE INFORMATION SYSTEM
REQUIRING OIS ASSISTANCE**

Specific data to be changed:	EIS People/Organization System ID #
EIS Component:	
Page/Screen:	
Data Fields (and/or other explanatory information):	
Reason for change (detailed explanation is required):	

Requested by: EIS User Name (Print):	
EIS User Name (Signature)	Date
Authorized by: Authorizing Name & Title (Print):	
Authorizing Name (Signature)	Date

Disposition:	
OIS Staff Person (Signature)	Date

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Guidelines and Process for Requesting an OIS-Assisted Change in EIS Data

This request for a change in data in the Enterprise Information System (EIS) is intended for those situations when data to which the user has no access must be amended and requires the intervention of OIS staff. It is not intended for updates or modifications to data that the authorized user is able make on his/her own. Because this falls outside the realm of the authorized user's access, documentation and approval are required and should be maintained.

This does not include the deletion of data, which has separate and stringent requirements defined in the DHHS EIS data deletion protocol.

Examples of OIS-assisted changes:

The following are examples of instances in which such changes to data could be expected:

- When there is no open Departmental Responsibility and/or Primary Service Population Association in a Service Recipient record so that it cannot be accessed, either because a Primary Service Population or Departmental Responsibility was not entered or was closed out in a client's record. This can occur sometimes as a result of a data load or an omission by a user. It may also happen in the transfer or closing of a record if the SP Primary or Dept. Responsibility are not closed out last but before other open associations are created.
- When duplicate individuals have been created but the user does not have access to both in order to be able to resolve them.
- When an instrument or plan type has been developed and conducted and an error is discovered in the instrument/plan design and/or conventions.
- When data loads into the EIS may have entered information into the person's record and that information may be incomplete or incorrect, but the user is unable to access the record. An example of this would be the inability to end certain data load addresses.

Process for change of data:

The process for requesting assisted EIS data changes is as follows:

1. The change request must be made on the proper departmental request form.
2. It must be exact in detailing the precise data to be changed and in giving the reason(s) for the change.

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

3. The request form must carry the signatures of the EIS user requesting the change and the proper authorizing person. The authorizing persons for staff will be the appropriate Team Leader in the Regional Offices, service population Program Director in Central Office, or Medical Records Director in the institutions/facilities – as appropriate to the source of the request for change.
4. The signatures must be dated.
5. The properly completed form should then be forwarded to the Office of Information Services' Help Desk.
6. The designated OIS staff person making the change must complete the following steps:
 - a. Confirm the precise information to be changed and, if appropriate, the identity of the person or organization whose record is being amended. Since the request form -- by design -- carries only the EIS system identification number, this verification is critical to assure the accuracy of the change. Data may not be changed without this verification.
 - b. Identify and assure that the change will not have an inappropriate and/or adverse impact on other EIS data prior to changing any data.
 - c. Document his/her actions on the request form,
 - d. Return a copy of the request form, with the disposition completed, to the person requesting the change, and
 - e. Maintain the completed request/disposition form in an organized, central, and secure site within the office.
7. If the OIS staff person has any concerns regarding the change, which remain unresolved after discussion with the person and supervisor requesting the change, these concerns should be addressed with authorizing person and/or OIS Director, Privacy Officer, or Security Officer as appropriate. These concerns and resolution must be documented and attached to the request/disposition form.